

## Texas A&M System-Wide Classification Description

**Classification Title Code/Title: 3406/Computer Maintenance Technician I**

**Exempt Status: N**

**Pay Grade: 64**

**Job Summary:** Assists in troubleshooting, repairing, and maintaining computer related equipment such as PC, monitors, printers, and other attached devices.

### Essential Duties and Responsibilities

- Assists in troubleshooting, repairing, and maintaining computer related equipment such as PC, monitors, printers, and other attached devices. Assists users with day to day problems such as locked out accounts, resetting passwords, printing trouble, giving directions. Makes network patch cables and activate needed connections. Assists in phone moves and name changes on the phone system.
- Ensures documentation/forms are current and submitted to local inventory manager. Assists in the process of items slated to go to surplus. Utilize parts from a similar machine, remove/format hard drives, fill out all required paperwork and ensures equipment is moved to surplus receiving.
- Assists in maintaining documentation manual with current information on hardware, software, and service agreements for core network services. Assists in maintaining documentation for user account creation/deletion for local services. Assists in maintaining current software licensing documentation. Assists in maintaining current documentation of network layout, building maps, etc. Maintain databases on local shared drive for resource scheduling and travel. Maintain employee information on local shared drive, website, and online employee directory.
- Coordinates Video Conferencing and Video and Projection Equipment in Meeting Rooms. Videographer. Maintain teleconference documentation for proper payment of phone charges.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

### Additional Responsibilities

### Minimum Requirements

*Education* – Associates Degree

*Experience* – One year of experience in the maintenance, troubleshooting, and repair of computer equipment

### Knowledge, Skills, Abilities

Knowledge of Computers.

Skill in communications.

Skill in troubleshooting computer equipment.

### Registration, Certification, or Licensure

### Supervision Received/Given

Works under general direction and generally does not supervise others.

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### Other Requirements

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- \*List physical demands